



Labor & Economic Growth

Unemployment Insurance Agency

ADVOCACY PROGRAM ANNUAL REPORT 2004

The Unemployment Insurance Agency's Advocacy Program was created in December 1989 through Section 421.5a of the Michigan Employment Security Act. The purpose of the Advocacy Program is to provide information, consultation, and representation to unemployed workers (claimants) and employers relating to the Office of Appeals or Board of Review appeal levels or both. Since the Program's inception in 1991, over 116,000 customers have been serviced through the Advocacy Program.

- A. During CY 2004, nine thousand six hundred and seventy one (9,671) unemployed workers requested services. Of those, seven thousand six hundred and six (7,606) were provided consultation and/or representation services. The remaining customers received information services only.
- B. During CY 2004, six thousand six hundred and two (6,602) employers requested services. Of those, five thousand one hundred and twenty one (5,121) were provided consultation and/or representation services. The remaining 1,481 customers received information services only.
- C. Unemployed workers fully expended the appropriation in CY 2004.
- D. Employers fully expended the appropriation in CY 2004.
- E. In 2004, Advocates provided representation at hearings for 11, 301 customers. The program provided a better understanding of the appeal process by preparing customers for hearings. Advocates explained what to expect at a hearing and assured that the person with the most knowledge of the case was at the hearing which resulted in the rendering of more fair decisions.